

PART I	DEPARTMENT OF HUMAN RESOURCES DEVELOPMENT	2.116
	STATE OF HAWAII	2.117
.		2.118
		2.119

Class Specifications
for the

CIVIL RIGHTS SPECIALIST SERIES

Series Definition: Positions in this series perform work in supervising, planning, developing, coordinating, monitoring, implementing, evaluating and/or maintaining a civil rights program in accordance with federal and State rules and regulations pertaining to the Civil Rights Act of 1964 and related laws in areas such as the Americans with Disabilities Act (ADA), Title VI, Disadvantaged Business Enterprise (DBE) and Equal Employment Opportunity (EEO). Program activities include developing and implementing policies, rules and procedures and overseeing activities to ensure non-discrimination/equal opportunities in departmental programs and/or to assure continuation of federal aid for departmental programs.

Level Distinctions:

Classes in this series are distinguished from each other by the differences in:

1. the nature, scope and complexity of assignments; scope and level of responsibility;
2. the nature and extent of supervisory control exercised over the work performed which affect the scope of work and the nature and finality of recommendations and/or decisions; and
3. the breadth and depth of knowledge and abilities needed to develop and implement program objectives and other program functions.

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This is an amendment to the specification for the classes CIVIL RIGHTS SPECIALIST III, IV AND V, which were approved on May 20, 2002; and the first specification for the new class CIVIL RIGHTS SPECIALIST VI.

Effective Date: 6/1/02

DATE APPROVED: 8/19/02 /s/ Dawn M. Young
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Director of Human Resources
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CIVIL RIGHTS SPECIALIST III 2.116

Class Distinguishers:

Complexity: This class reflects an independent worker whose work assignments encompass problems of average difficulty and complexity requiring the application of technical knowledge, skill and sound judgment in applying the fundamental principles, techniques, standards and guides established for one or more civil rights programs. Problems encountered are usually those which can be resolved by direct application of specific standards, regulations or other similar guides.

Personal Contacts: Personal contacts may include civil rights program coordinators, departmental staff and employees, and individuals from private and governmental agencies for the purpose of obtaining information and/or providing program information.

Supervision Received: A position in this class works under the general supervision of the program coordinator or a higher level specialist, and in accordance with program goals, objectives, policies and procedures. Technical guidance is provided on difficult or unusual matters. Work is reviewed for conformance with program goals, objectives, policies and procedures.

Full Performance Knowledge and Abilities: *(Knowledge and abilities required for full performance in this class.)*

Knowledge of: Civil rights laws, rules and regulations, issues pertaining to and principles and practices governing a civil rights program(s); the department's civil rights policies and procedures; interviewing, fact-finding, research, analytical and problem solving methods and techniques; and report writing.

Ability to: Understand and apply civil rights laws, rules and regulations, issues pertaining to, and principles and practices governing civil rights program(s); obtain pertinent factual information by conducting research and interviews; analyze and evaluate oral and written information

and draw logical and objective conclusions; read and interpret complex written material (e.g., federal rules and regulations); prepare clear and concise reports and correspondence; communicate effectively with others, orally and in writing; deal tactfully and effectively with others; establish and maintain effective and cooperative working relationships with others; use effective time management to organize, prioritize and complete work assignments on a timely basis.

Examples of Duties: *(Positions in this class may not be assigned all of the duties listed, nor do the examples necessarily include all of the duties that may be assigned. This does not preclude the assignment of duties which are not listed.)*

1. Assist in the investigation of complaints of discrimination by conducting on-site visits and interviews to gather information and observe operations.
2. Review applications for disadvantaged business enterprise eligibility which do not present complex issues/problems. Review applications and supporting documents for accuracy, completeness and relevance to certification criteria. Request additional documents/information as necessary.
3. Conduct research to obtain factual information; analyze and evaluate the data; and prepare written reports of findings and recommendations.
4. Conduct training and informational sessions for departmental staff, private and governmental agencies and others on civil rights programs, opportunities and compliance requirements.
5. Read and apply pertinent laws, rules and regulations to work assignments.
6. Assist in the conduct of various staff studies to evaluate civil rights programs, and prepare reports as necessary.

Complexity: Independently perform civil rights compliance work which regularly encompasses complex problems, combined with the responsibility for providing management advisory services.

Illustrative Example A: A position responsible for implementing a large department's civil rights program at the divisional level. The work involves coordinating and directing the division's effort to comply with applicable civil rights laws, rules and regulations and acting as a liaison between the

division and other governmental agencies, private organizations and others on matters relating to its civil rights programs.

Illustrative Example B: A position responsible for providing staff support to the departmental specialist of a civil rights program. Assignments include developing, planning and implementing special projects as required by federal regulations; conducting staff studies and evaluations of program operations for compliance with applicable federal and State laws, rules and regulations; and preparing special reports to federal agencies (e.g., U.S. Department of Transportation) as requested.

Personal Contacts: Personal contacts are with departmental civil rights program coordinators, divisional and departmental managers and employees, disadvantaged business enterprise participants, contractors, concessionaires, other government agency representatives, private organizations and others to ensure the compliance on civil rights matters.

Personal contacts are also made with individuals and groups representing minorities, contractors, general business communities, governmental entities, financial institutions, county, State and federal public works and transportation entities to plan, develop and implement special projects and/or to conduct training and provide information to ensure that program projects are in compliance with federal regulations.

Supervision Received: Work is performed independently under general supervision and in accordance with program goals, objectives, policies and procedures. The positions are expected to inform the supervisor on the status of program activities and projects. Advice and guidance are provided on highly controversial issues or significant changes to program/project objectives.

Full Performance Knowledge and Abilities: *(Knowledge and abilities required for full performance in this class.)*

In addition to those knowledge and abilities required at the next lower level,

Knowledge of: The department's civil rights program plan, mission goals and objectives.

Ability to: Understand, apply and explain laws, rules,

CIVIL RIGHTS SPECIALIST III, IV, V & VI
2.116, 2.117, 2.118 & 2.119

regulations, and policies and procedures governing one or more civil rights programs; coordinate efforts to comply with civil rights program(s); monitor and evaluate programs and services to

identify and rectify deficiencies; and speak before individuals and groups to train and provide information on the program(s).

Examples of Duties: *(Positions may not be assigned all of the duties listed, nor do the examples necessarily include all of the duties that may be assigned. This does not preclude the assignment of duties which are not listed.)*

1. Plan, organize, and coordinate the activities of a division's civil rights programs. Develop, implement and update the division's civil rights program plans and ensure that objectives are met.
2. Independently perform the full range of staff work in support of a departmental civil rights program.
3. Act as a liaison, provide information and technical assistance to program managers and administrators, other governmental agencies, private organizations, contractors, concessionaires and others on matters relating to civil rights program(s). Work with the various departmental civil rights program specialists, departmental staff and others to ensure compliance with civil rights laws, rules and regulations.
4. Establish and maintain a recordkeeping system on all correspondence related to the civil rights programs.
5. Appraise current operations to evaluate and identify problem areas, and recommend, initiate and implement corrective actions.
6. Conduct staff studies and evaluations of program operations for compliance with applicable federal laws, rules and regulations.
7. Investigate complaints, analyze facts and prepare comprehensive written reports and recommend actions.
8. Provide training and informational sessions to departmental personnel, representatives of other government agencies and others on civil rights programs, opportunities and compliance requirements.
9. Conduct the full range of Disadvantaged Business Enterprise eligibility reviews and determinations, and represent the department at contested case hearings.

CIVIL RIGHTS SPECIALIST V

2.118

Class Distinguishers:

Complexity: Serves as the department's principal subject matter specialist and advisor for one or more department-wide civil rights programs; and/or is predominantly responsible for performing the most difficult and complex program development and evaluation activities for one or more department-wide civil rights programs.

Such work involves performing extensive and intensive work in developing, implementing, monitoring and evaluating one or more of the department's civil rights programs; developing policies and procedures, and coordinating department efforts to ensure compliance with civil rights laws, rules, regulations and requirements, and resolving the most complex civil rights issues. A position in this class is delegated considerable independence in solving problems and dealing with officials of various agencies. The work requires frequent dealings with major, unprecedented and controversial matters involving difficult and complex administrative and technical problems requiring the identification of problem areas and development and recommendation of strategies, policies and solutions. May supervise the work of one or more lower level civil rights specialists.

Personal Contacts: Contacts are with the Director, division administrators, and other department personnel to provide advice and assistance in interpreting and applying program requirements to ensure compliance with federal enforcement officials, county mayors, legislators, agency heads, association presidents, and minority leaders for the purpose of developing and maintaining a clear understanding of the principles, concepts and practices underlying a particular civil rights area; and with federal, State, city and county agencies and other agencies, organizations and individuals to negotiate and monitor the extent of compliance commitments made by the department and other agencies; and to develop and maintain partnerships to support and create unprecedented participation by minority and business groups in eliminating or mitigating discrimination causes and effects.

Full Performance Knowledge and Abilities: *(Knowledge and abilities required for full performance in this class.)*

PART I

Page 9

CIVIL RIGHTS SPECIALIST III, IV, V & VI
2.116, 2.117, 2.118 & 2.119

Knowledge of: Comprehensive knowledge of civil rights laws, rules and regulations, issues and principles and practices governing an area such as Title VI, Disadvantaged Business Enterprise, Equal Employment Opportunity and Americans with Disabilities programs; federal, State and department's mission and goals regarding how the civil rights program functions within the department's programs; department's program plan, organizational structure and policies and procedures; research, analysis, problem solving and investigation techniques; and report writing.

Ability to: Plan, develop, coordinate, direct and evaluate a civil rights program; implement civil rights compliance program requirements; interpret and apply civil rights laws, rules, regulations, issues, principles and practices; exercise judgment, confidentiality, discretion, logic and creativity; perform research, analyze and resolve complex civil rights program problems and issues; effectively communicate orally, including speaking to groups and individuals; write clear and concise reports; and establish and maintain effective working relationships with departmental employees, administrators, federal and State personnel and others.

Examples of Duties: *(Positions may not be assigned all of the duties listed, nor do the examples necessarily include all of the duties that may be assigned. This does not preclude the assignment of duties which are not listed.)*

1. Serve as the departmental specialist for a civil rights program; provide advice and assistance to departmental staff on all matters relating to the civil rights programs administered by the department; provide expert consultation to other civil rights specialists within the department regarding the interpretation and application of civil rights laws, rules and regulations; and recommend departmental positions on civil rights problems.
2. Guide and develop mission, goals and objectives for the civil rights program area(s). Develop policies and procedures in accordance with applicable federal and State laws, rules and regulations. Plan, organize, coordinate, direct, monitor and oversee activities to ensure non-discrimination in departmental programs, adherence to civil rights program requirements and continuation of federal aid.

3. Analyze and make recommendations on complex civil rights issues involving precedence and/or litigation; recommend new or revisions to program policies, procedures, guidelines and interpretations for uniform application of civil rights laws, rules and regulations.
4. Oversee or conduct staff studies and evaluations of program operations to identify problems. Develop, plan and implement special projects to promote and enhance a civil rights program(s); identify problem areas; develop solutions, implement programs or policies to remedy or mitigate identified problems.
5. Prepare, maintain and modify the civil rights program plan to ensure compliance with State and federal regulations and to reflect changes in departmental policies and priorities.
6. Collect and analyze data, identify problem areas and recommend corrections/changes to existing practice(s) which overtly or inadvertently result in discrimination and/or are required in order to implement new policies and procedures. Develop action-oriented goals and establish realistic timetables to accomplish them.
7. Coordinate and maintain liaison and develop effective working relationships with federal, State, city and county agencies, and other pertinent agencies, organizations or persons as well as departmental personnel.
8. Develop, implement, monitor and maintain administrative procedures for receiving and processing complaints.
9. Represent the Director/Departmental Civil Rights Officer when investigating or directing the investigation of complaints of discrimination in employment and/or agency programs/activities. Analyze facts and prepare comprehensive written recommendations for Director's review.
10. Negotiate settlements when appropriate or submit recommendations to the Director/Departmental Civil Rights Officer for review.
11. Develop, monitor, maintain, conduct and/or coordinate orientation and training programs for departmental personnel, representatives of other government agencies, sub-recipients and others on civil rights programs,

opportunities and compliance requirements.

12. Serve as the departmental liaison for all civil rights matters. Receive and disseminate timely reports/information concerning civil rights to departmental personnel, vendors, contractors, labor organizations and clientele being served by agency programs. Monitor the development and ongoing civil rights compliance/affirmative action programs of contractors.
13. Assist program personnel in developing and establishing outreach programs in order to reach minority and disability target groups.
14. Ensure that all internal and external program operations relative to the department comply with federal and/or State legislation by establishing departmental guidelines that describe methods of compliance.
15. Conduct administrative hearings in contested cases and/or represent the department in disputes on matters relating to civil rights programs.
16. Monitor federal legislation, court decisions, federal regulations and other relevant laws and regulations to determine impact on civil rights program.
17. Assign, review and evaluate the work of lower level civil rights specialists. Participate in the selection of new employees; orient and train new employees; and recommend approval of personnel transactions.

CIVIL RIGHTS SPECIALIST VI

2.119

Class Distinguishers:

Complexity: Within the framework of federal laws and regulations, plans and coordinates a major civil rights program of such scope and complexity as to require the supervision of one or more Civil Rights Specialist V positions responsible for performing the most difficult and complex program evaluation and development activities and the resolution of the most complex civil rights issues. Supervises the development of policies and procedures and ensures program compliance with civil rights laws, and related

requirements; and serves as departmental subject matter expert for a major civil rights program area and advisor to the Civil Rights Coordinator/Director.

Personal Contacts: Contacts are with the Director, division administrators, and other department personnel to provide advice and assistance in interpreting and applying program requirements to ensure compliance with federal enforcement officials, county mayors, legislators, agency heads, association presidents, and minority leaders for the purpose of developing and maintaining a clear understanding of the principles, concepts and practices underlying a particular civil rights area; and with federal, State, city and county agencies and other agencies, organizations and individuals to negotiate and monitor the extent of compliance commitments made by the department and other agencies; and to develop and maintain partnerships to support and create unprecedented participation by minority and business groups in eliminating or mitigating discrimination causes and effects.

Supervision Received: Work is performed under broad administrative direction within overall objectives and availability of resources set by the supervisor. Results are reviewed for compliance with directives and technical decisions are not usually questioned. Major and controversial decisions, estimates and recommendations are often made independently under conditions of urgency and pressure. The position is expected to keep the supervisor apprised on highly controversial, unexpected, or sensitive problems, and on significant changes to program/project objectives and deadlines.

Full Performance Knowledge and Abilities: *(Knowledge and abilities required for full performance in this class.)*

In addition to those knowledge and abilities required at the next lower level,

Knowledge of: Principles and practices of supervision.

Ability to: Effectively supervise civil rights specialists.

Examples of Duties: *(Positions may not be assigned all of the duties listed, nor do the examples necessarily include all of the duties that may be assigned. This does not preclude the assignment of duties which are not listed.)*

In addition to duties and responsibilities described at the next lower level,

1. Supervises a major civil rights program with broad coverage and scope affecting multiple functions, programs, and services in a large departmental organization, and supervises subordinate civil rights specialist(s) engaged in resolving the most complex civil rights cases and issues.
2. Provides expert advice and assistance to Director/Civil Rights Coordinator in negotiating and/or resolving unprecedented and difficult problems; and effectively determines departmental positions on civil rights problems requiring a high level of skill in interpreting regulations within the program area and where acceptable methods and principles are questioned or challenged.
3. Oversees the development, planning and implementation of special projects, staff studies and program evaluations.
4. Monitors the investigation, analysis and resolution of complex and difficult complaints.